

HERITAGE
- REDROW -

CHARLTON COMMON

SOUTH WEST





WELCOME TO CHARLTON COMMON



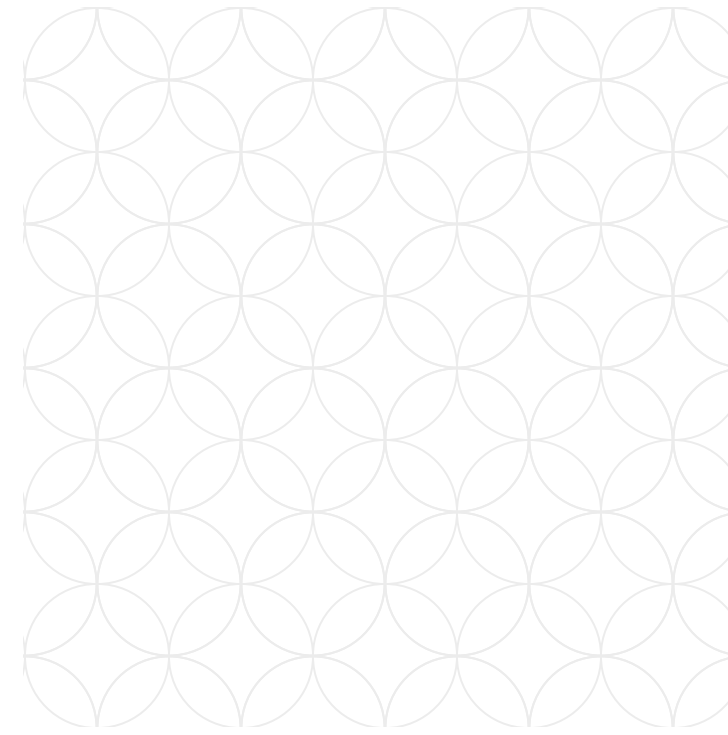
A COLLECTION OF 3 & 4 BEDROOM HOMES ON THE EDGES OF BRISTOL

Located in the Patchway ward of South Gloucestershire, surrounded by countryside yet just five miles north of Bristol city centre, our stylish collection of new homes at Charlton Common truly offers the best of all worlds. These elegant, three and four bedroom Heritage Collection houses are also close to amenities of all kinds, including an excellent selection of schools, and enjoy good transport links for commuting and leisure travel alike.



DISCOVER A BETTER WAY TO LIVE

Life is not just about waking up in a beautiful home. It's about everything that goes with it. From stunning open plan kitchens and entertaining spaces, to places that make the most of the outdoors through to our outstanding customer experiences. Welcome to a better way of living.

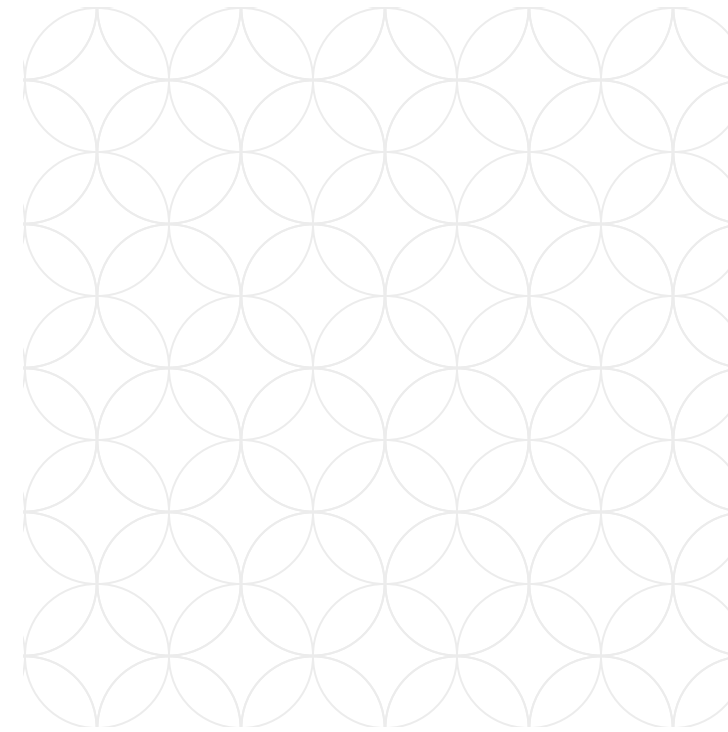


BETTER BY DESIGN

Imagine how much better life would be, with a little more thought and a lot more space. Waking up in a home full of unique character where everything feels carefully considered inside and out. A place where you can relax, think, breathe, work and play in beautifully designed spaces. With Redrow, it's the level of care we bring, that makes all the difference.

BETTER PLACES

Picture yourself in a peaceful setting where nature is just a short walk away. Where there's a feeling of tranquility as you enjoy a new, relaxed lifestyle, away from the hustle and bustle. A place where there's a sense of community, of living life at your own pace amongst beautiful street scenes and green open spaces where neighbours and dog walkers meet. That's what sets your new neighbourhood apart.



BETTER EXPERIENCES

There's a better way to move home and it's with Redrow. It starts with managing your appointments and completing your reservation online. From there, you'll get to know your home and neighbours with a home preview and welcome party. Once you're in your home our home owner support section of My Redrow will help you get settled.



AN INSPIRED **NEW HOME**

Explore what makes this
collection so unique

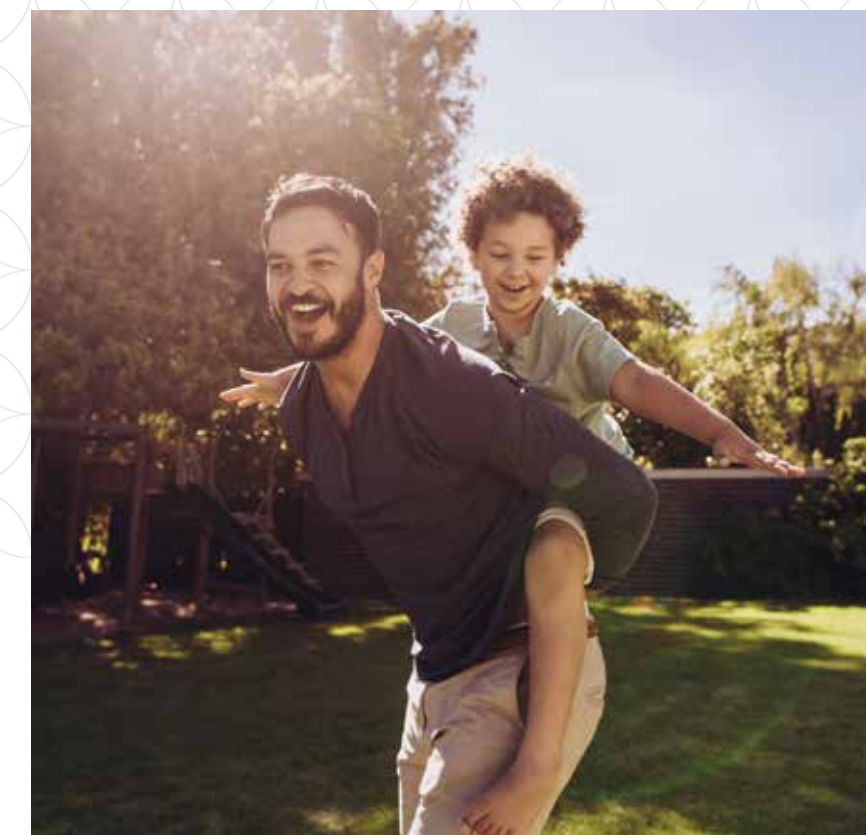
We're dedicated to designing and building homes with character that people are proud to live in. Inspired by the past but designed for the future, this collection offers the best of both worlds.

WHAT MAKES THIS COLLECTION SO UNIQUE?

Our aim has always been to build homes of the highest quality, reflecting the craftsmanship and details associated with the Arts and Crafts movement. It's this combined with the modern, high end interiors we pride ourselves on that makes this award winning collection so enviable.

Every inch of our homes has been carefully considered, from features such as traditional porches supported by timber posts with gallows brackets to brick plinths that run around the property. These features add grandeur and depth to the front of the home and provide anchoring effect.





ENJOY THE AREA

While open green spaces and rolling countryside abound in the area surrounding Charlton Common, this does not come at the expense of convenience. The Mall at Cribbs Causeway shopping centre is little more than a 10 minute drive from the development and is home to more than 150 retailers, including John Lewis, Next and Marks & Spencer, with plentiful restaurants and cafés too. For everyday essentials, you'll also find a range of supermarkets and convenience stores within easy reach, including branches of Asda, Morrisons, Aldi and Lidl. For eating and drinking out, there is plenty of choice, with Carluccio's, Wagamama, Miller & Carter and TGI Fridays restaurants all ideal for families.

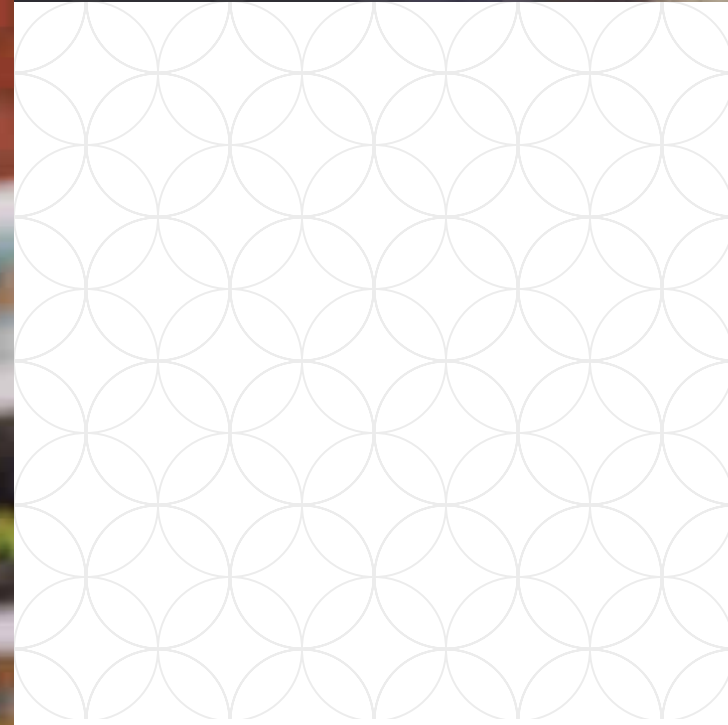
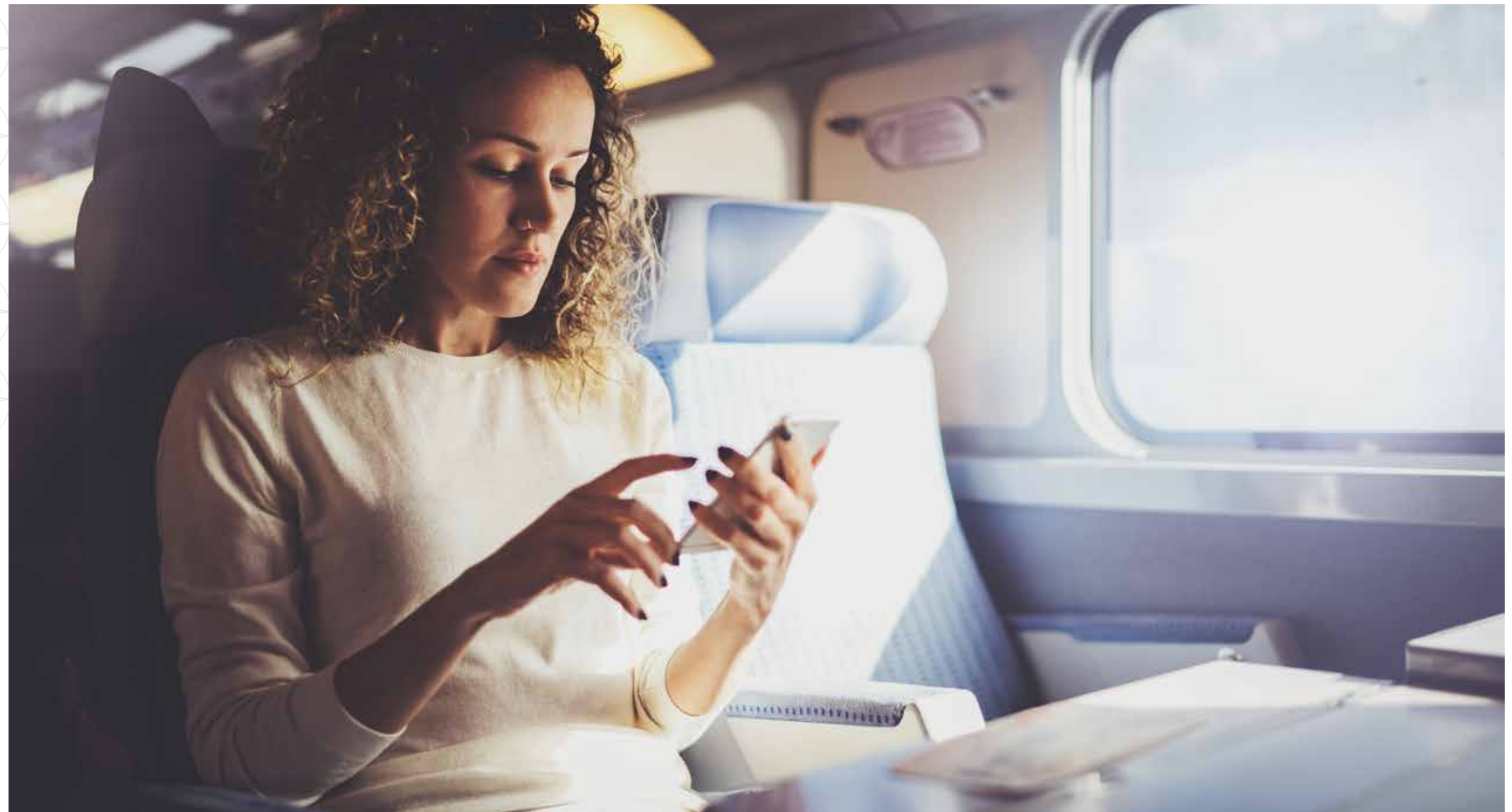
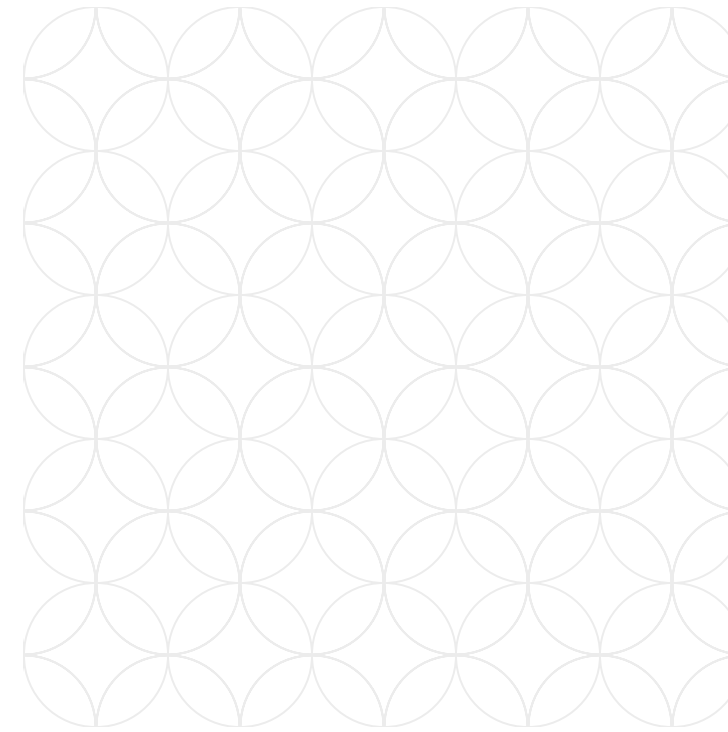


ENJOY AN ACTIVE **LIFESTYLE**

Those seeking sport, fun and fitness will be pleased to find a wide array of leisure centres and facilities close by. The David Lloyd Westbury centre is two miles away and has a gym, indoor and outdoor swimming pools, spa, indoor tennis courts, a kids' club and crèche. The Cribbs Sports & Social Club is also a popular option with families. Home to Cribbs Football Club, it also has two floodlit tennis courts and a skittles alley. Golfers can enjoy a round or two at Henbury, Filton and Bristol golf courses.

OPPORTUNITIES FOR LEARNING

Have children? You'll find a good selection of schools for all ages nearby. Snapdragons Nursery is little more than 10 minutes away by road and is rated 'Outstanding' by Ofsted, while Charlton Wood Primary Academy and Brentry Primary School are both rated 'Good'. For older students, Orchard School Bristol and Trinity Academy have the same rating, while South Gloucestershire and Stroud College offers an A to Z of further education courses and apprenticeship opportunities.



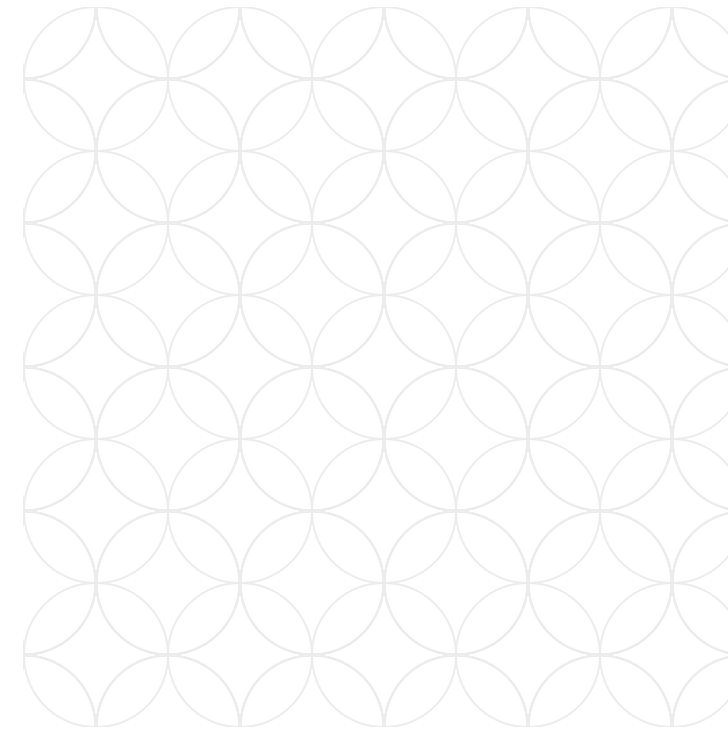
GETTING AROUND

With junction 17 of the M5 motorway just 10 minutes from the development and a well-connected local road network at your fingertips, Charlton Common is perfectly located for commuters, or for anyone just looking to explore the area. Bristol city centre is less than 30 minutes away, while Bath is just under an hour. Gloucester and Cheltenham, meanwhile, are both around a 50 minute drive on the M5.

For those who prefer to take the train, Bristol Parkway station is 15 minutes away and offers services to Gloucester (37 minutes), Exeter (1 hour and 24 minutes), Cardiff (40 minutes) and London Paddington (1 hour and 20 minutes).

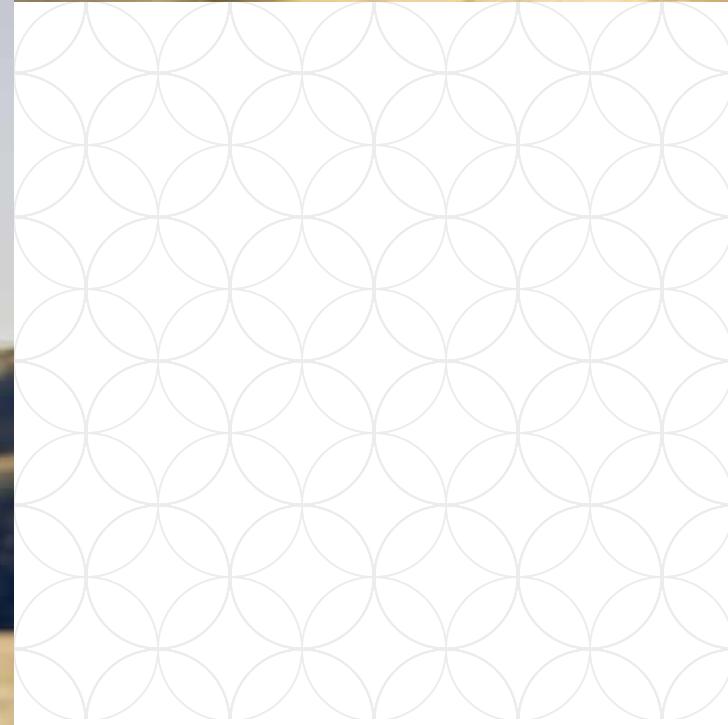
WE PUT MORE IN

At Redrow we work hard to contribute to the existing facilities and create new ones, to dovetail our development into the local community. Below are some of the community benefits installed at **Charlton Common**.



SO YOU GET MORE OUT

- Public Green Spaces
- Cycleways & Footpaths
- Community Orchard



EXPLORE CHARLTON COMMON

KEY

	LEITCHWORTH 3 BEDROOM SEMI-DETACHED HOME		STRATFORD 4 BEDROOM DETACHED HOME
	LINCOLN 3 3 BEDROOM SEMI-DETACHED HOME		MARLOW 4 BEDROOM DETACHED HOME
	WARWICK 3 BEDROOM DETACHED HOME		CAMBRIDGE 4 BEDROOM DETACHED HOME
	AMBERLEY 3 BEDROOM DETACHED HOME		SHAFTESBURY 4 BEDROOM DETACHED HOME
	LINCOLN 4 BEDROOM SEMI-DETACHED HOME		CANTERBURY 4 BEDROOM DETACHED HOME

AFFORDABLE HOUSING

 – Affordable – Tenure TBC

- P/S** – Pumping Station

S/S – Sub Station

B/S – Bin Store

LEAP – Local Equipped Area of Play
- V** – Visitor Parking

 – Apartments

 – Block Paving

This plan and the location of affordable homes is indicative and is intended for guidance only and does not form part of any contract or agreement, nor does it show ownership boundaries, easements or wayleaves and is subject to change.

For development and plot specific details inclusive of PV panels and M4(2)/M4(3) compliant properties please liaise directly with our Sales Consultant.





HERITAGE

- REDROW -

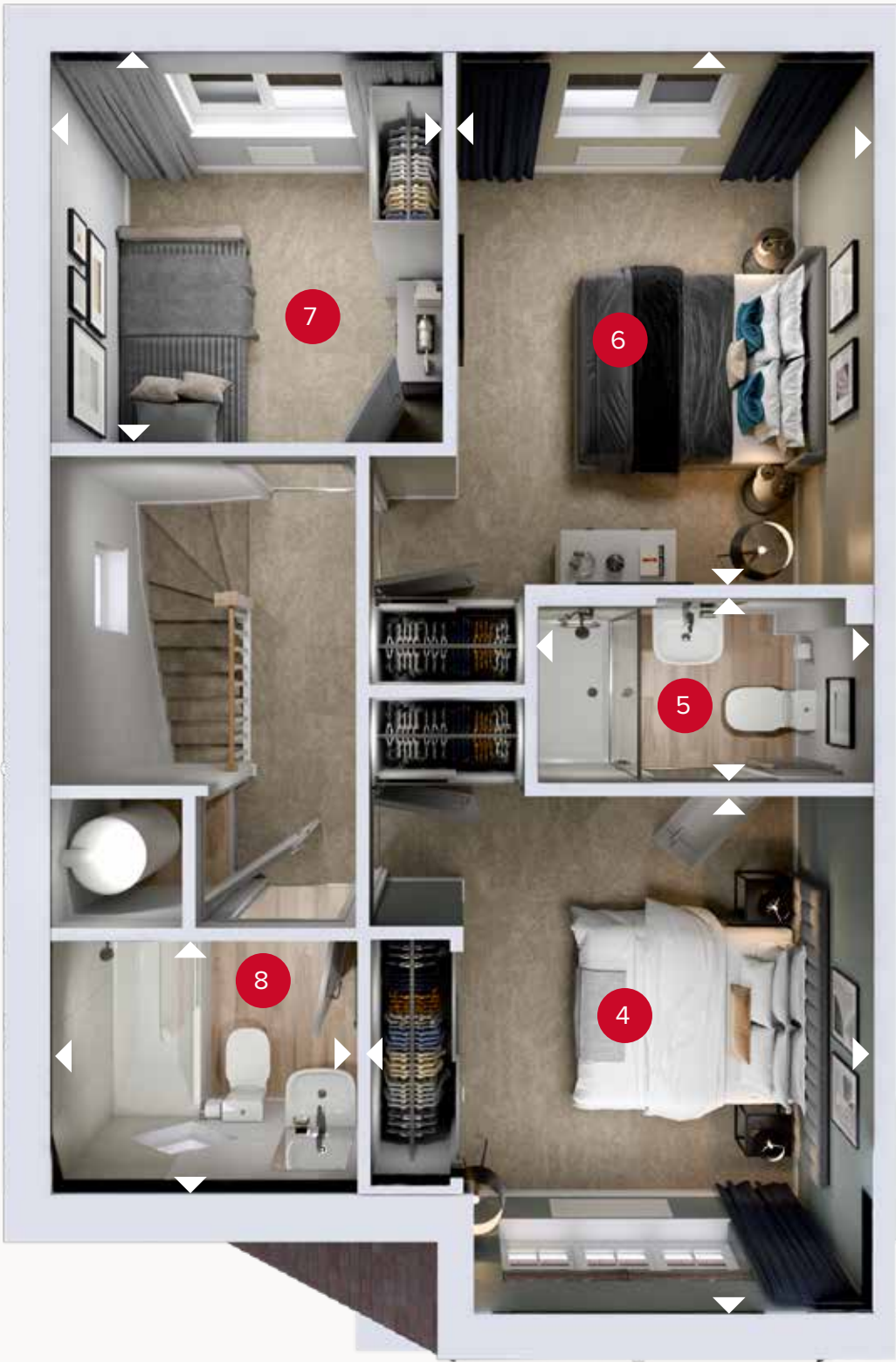
THE LETCHWORTH

THREE BEDROOM SEMI-DETACHED HOME





GROUND FLOOR



FIRST FLOOR

THE LETCHWORTH

GROUND FLOOR

1	Kitchen/Dining	18'1" x 11'5"	5.50 x 3.48 m
2	Lounge	16'1" x 11'0"	4.89 x 3.35 m
3	Cloaks	6'5" x 2'11"	1.94 x 0.90 m

FIRST FLOOR

4	Bedroom 1	11'5" x 11'1"	3.47 x 3.38 m
5	En-suite	7'5" x 4'1"	2.26 x 1.25 m
6	Bedroom 2	11'10" x 9'3"	3.62 x 2.81 m
7	Bedroom 3	8'8" x 8'7"	2.64 x 2.61 m
8	Bathroom	6'8" x 5'7"	2.03 x 1.71 m



HERITAGE

- REDROW -

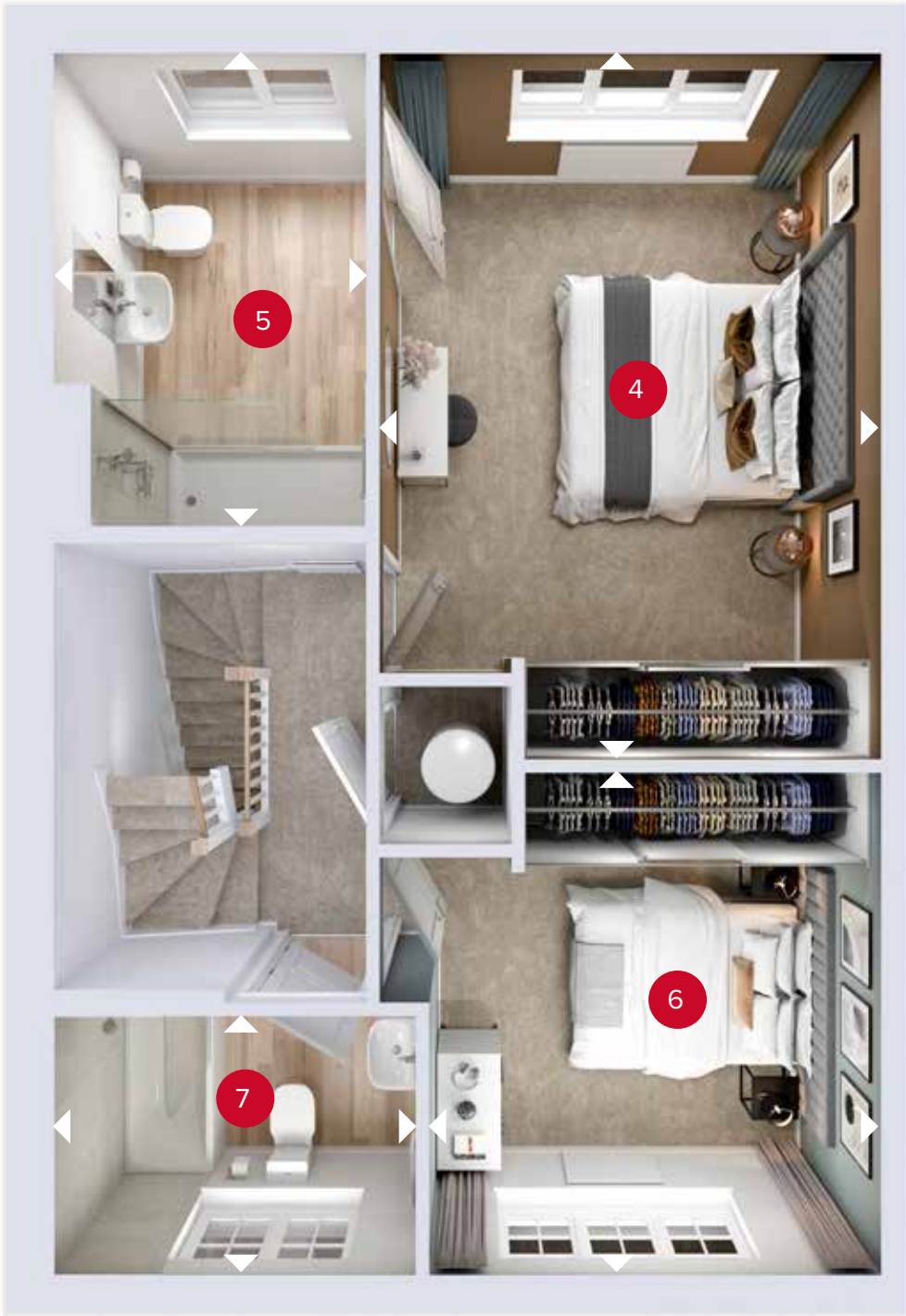
THE LINCOLN 3

THREE BEDROOM SEMI-DETACHED HOME





GROUND FLOOR



FIRST FLOOR



SECOND FLOOR

THE LINCOLN 3

GROUND FLOOR

1	Kitchen/ Dining	17'9" x 10'11"	5.40 x 3.32 m
2	Lounge	15'1" x 10'6"	4.60 x 3.20 m
3	Cloaks	5'11" x 3'2"	1.79 x 0.98 m

FIRST FLOOR

4	Bedroom 1	15'3" x 10'8"	4.66 x 3.26 m
5	En-suite 1	10'3" x 6'9"	3.13 x 2.05 m
6	Bedroom 3	10'11" x 9'7"	3.32 x 2.93 m
7	Bathroom	7'10" x 5'7"	2.38 x 1.71 m

SECOND FLOOR

8	Bedroom 2	14'0" x 12'9"	4.27 x 3.88 m
9	En-suite 2	8'5" x 6'3"	2.57 x 1.91 m



21.03.2023

Customers should note this illustration is an example of the Lincoln 3 house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be "handed" (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. EG_LINC3_SM.2

➤ Denotes where dimensions are taken from. All wardrobes are subject to site specification. Please see Sales Consultant for further details.

ov - oven
ff - fridge freezer
dw - dishwasher space
wm - washing machine space
td - tumble dryer space





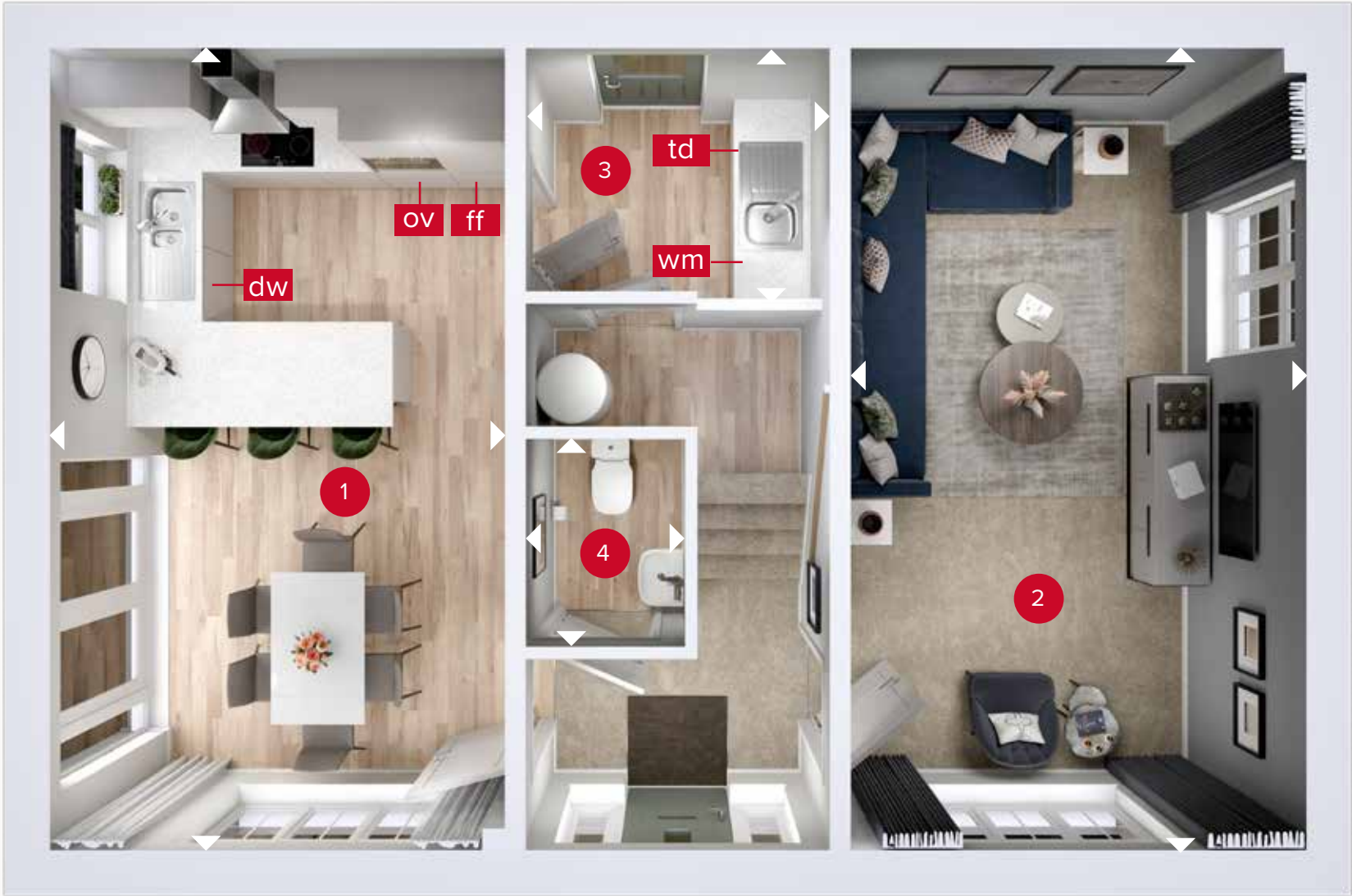
HERITAGE

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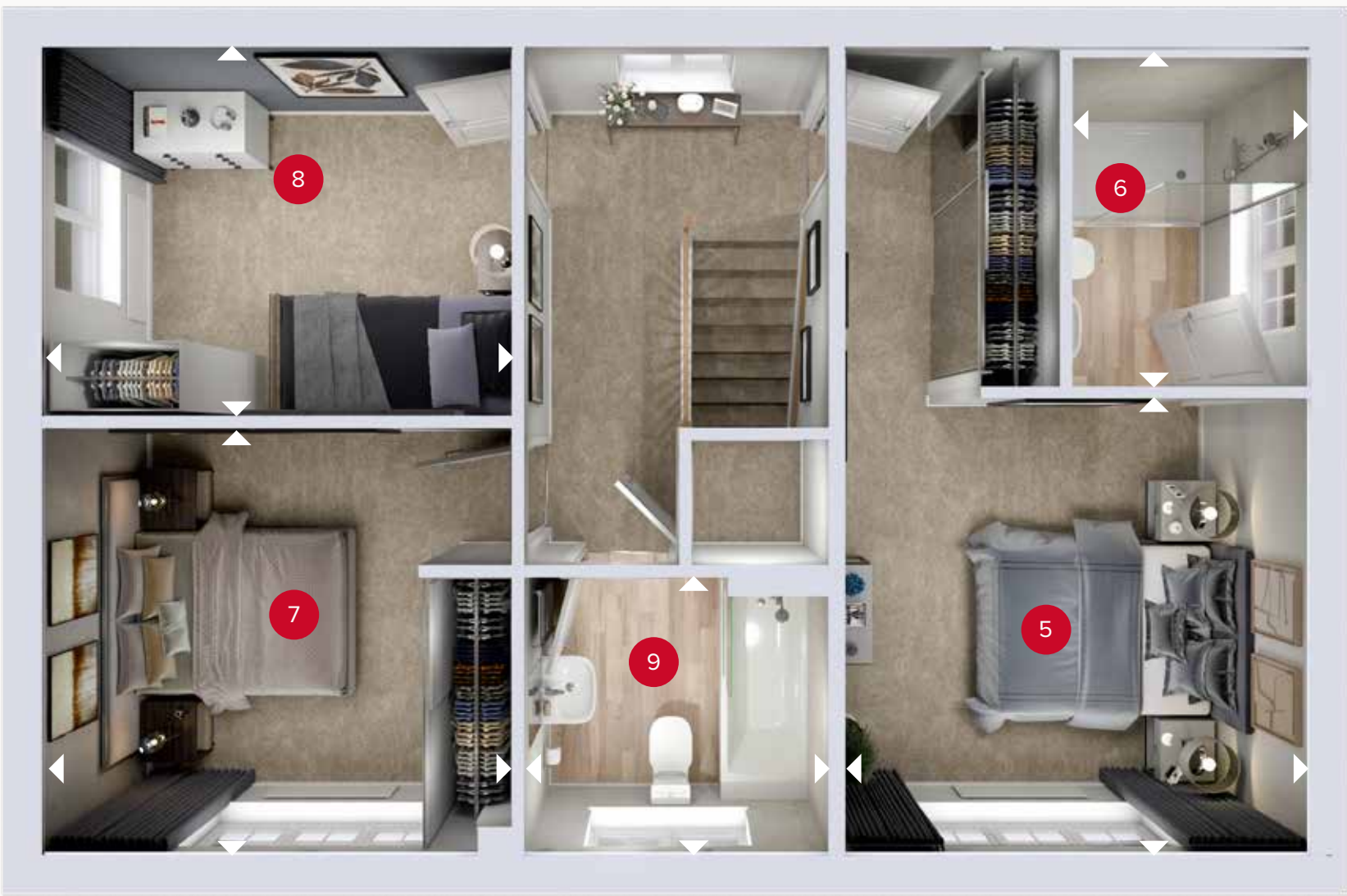
THE AMBERLEY

THREE BEDROOM DETACHED HOME





GROUND FLOOR



FIRST FLOOR

THE AMBERLEY

GROUND FLOOR

1	Kitchen/Dining	18'9" x 11'1"	5.70 x 3.37 m
2	Lounge	18'9" x 11'3"	5.70 x 3.43 m
3	Utility	6'10" x 6'0"	2.09 x 1.82 m
4	Cloaks	4'11" x 3'7"	1.50 x 1.10 m

FIRST FLOOR

5	Bedroom 1	11'4" x 10'6"	3.46 x 3.20 m
6	En-suite	7'9" x 5'6"	2.36 x 1.69 m
7	Bedroom 2	11'3" x 9'11"	3.43 x 3.02 m
8	Bedroom 3	11'3" x 8'6"	3.43 x 2.60 m
9	Bathroom	6'10" x 6'5"	2.09 x 1.95 m



HERITAGE

- REDROW -

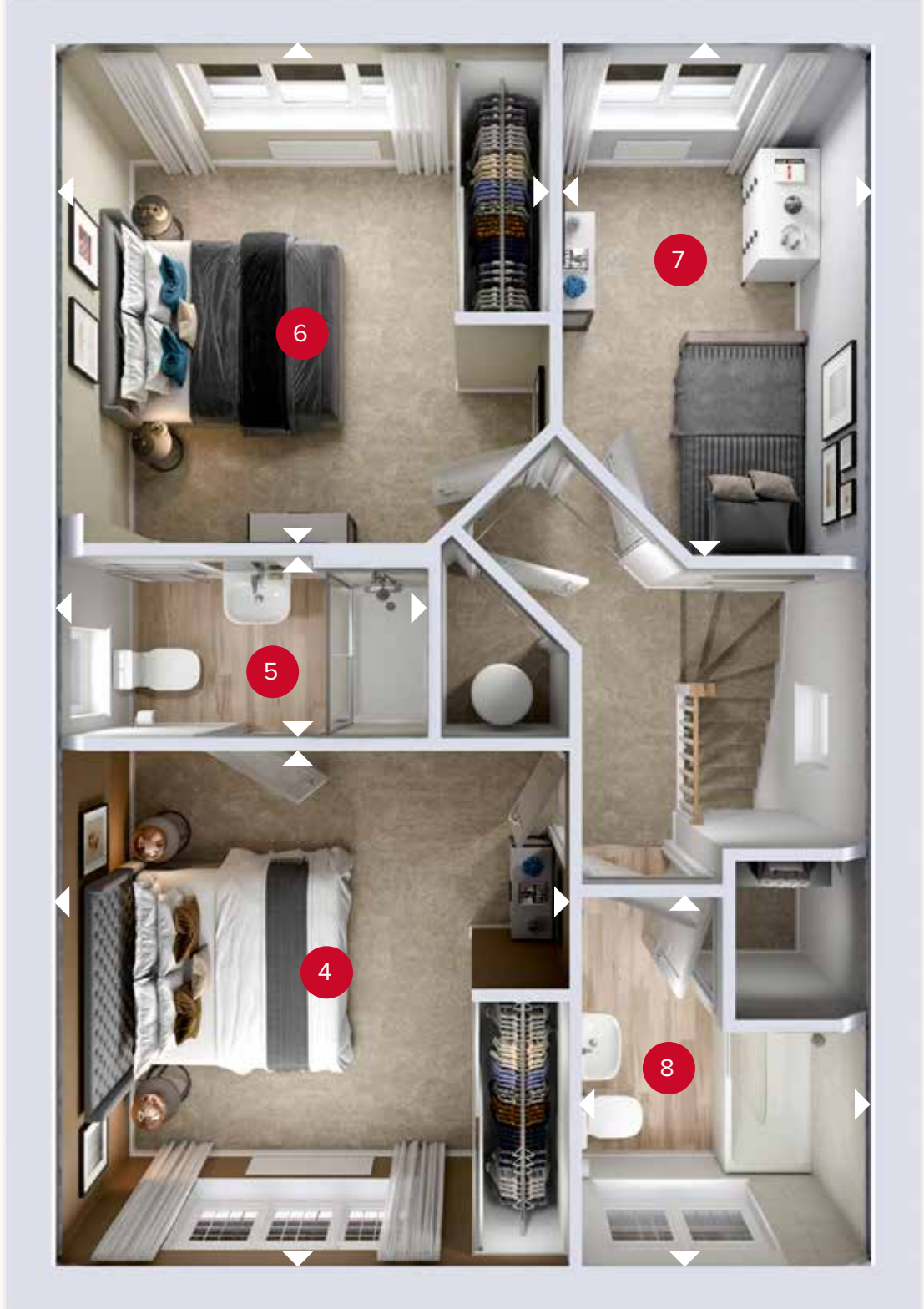
THE WARWICK

THREE BEDROOM DETACHED HOME





GROUND FLOOR



FIRST FLOOR

THE WARWICK

GROUND FLOOR

1	Lounge	15'7" x 11'6"	4.75 x 3.49 m
2	Kitchen/ Dining	18'9" x 12'3"	5.70 x 3.73 m
3	Cloaks	5'7" x 3'2"	1.70 x 0.98 m

FIRST FLOOR

4	Bedroom 1	12'0" x 11'8"	3.66 x 3.56 m
5	En-suite	8'3" x 4'2"	2.51 x 1.27 m
6	Bedroom 2	11'6" x 11'3"	3.50 x 3.42 m
7	Bedroom 3	12'4" x 7'2"	3.75 x 2.19 m
8	Bathroom	8'9" x 6'9"	2.66 x 2.05 m



HERITAGE

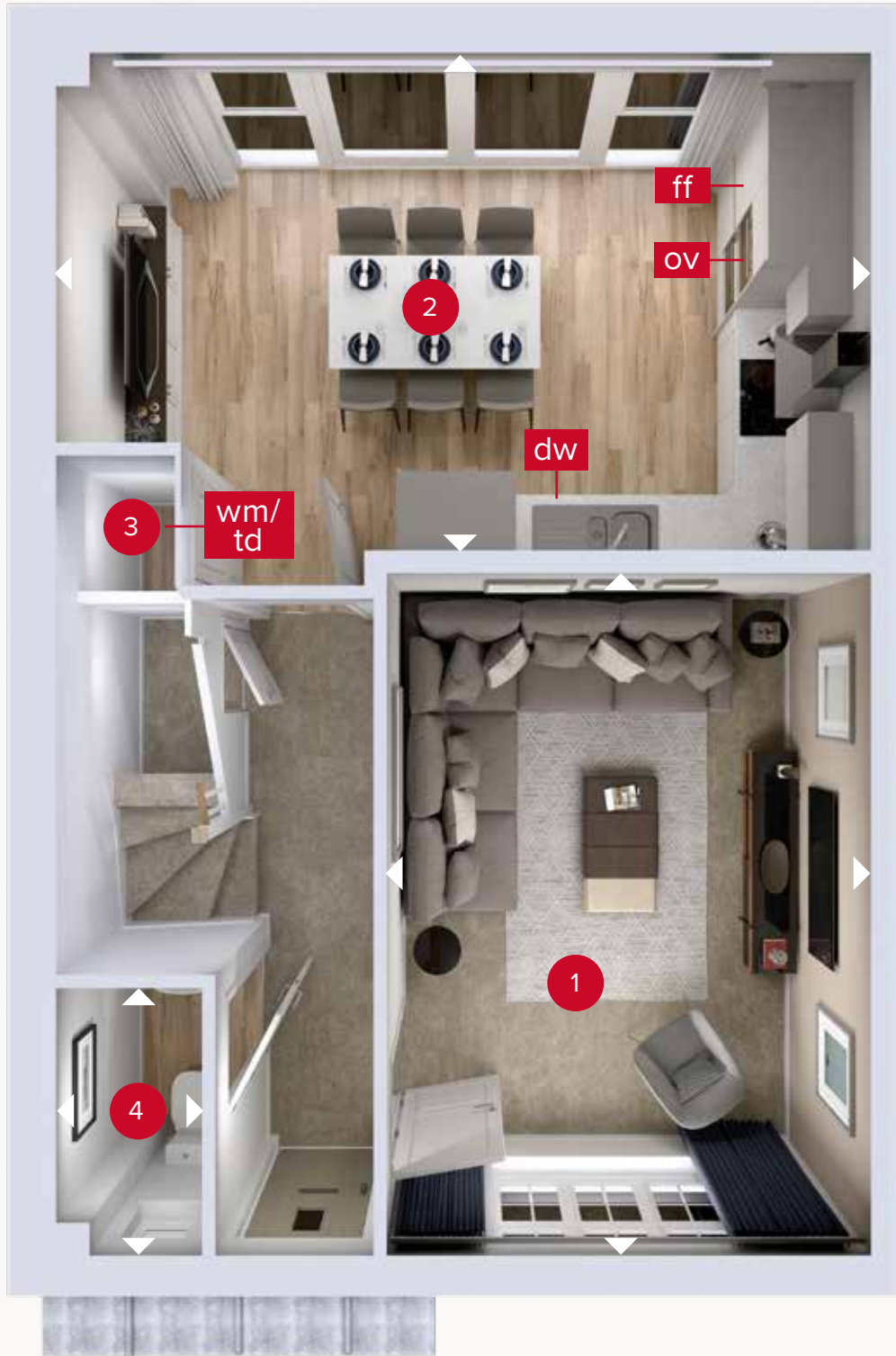
- REDROW -

THE LINCOLN

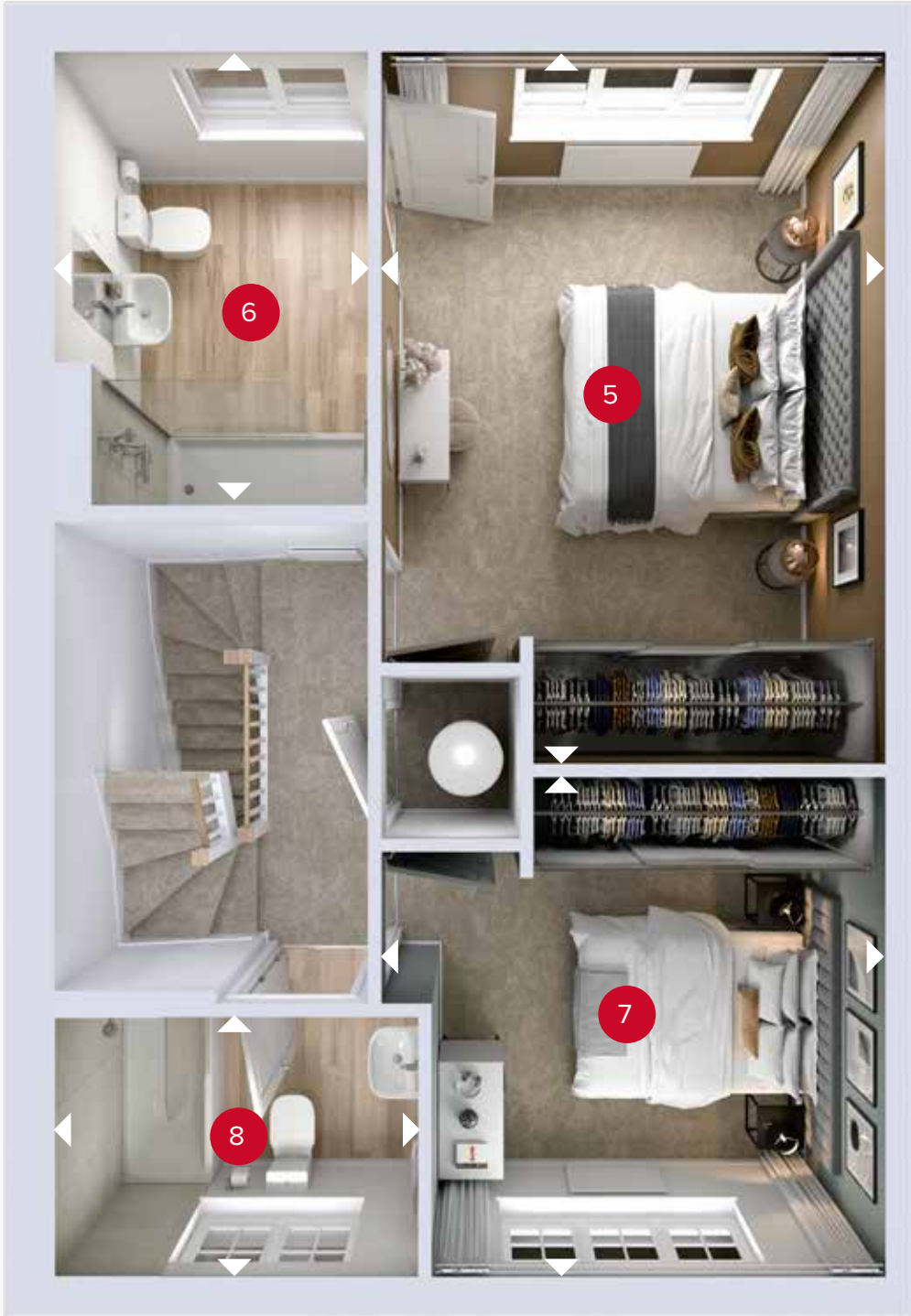
FOUR BEDROOM SEMI-DETACHED HOME



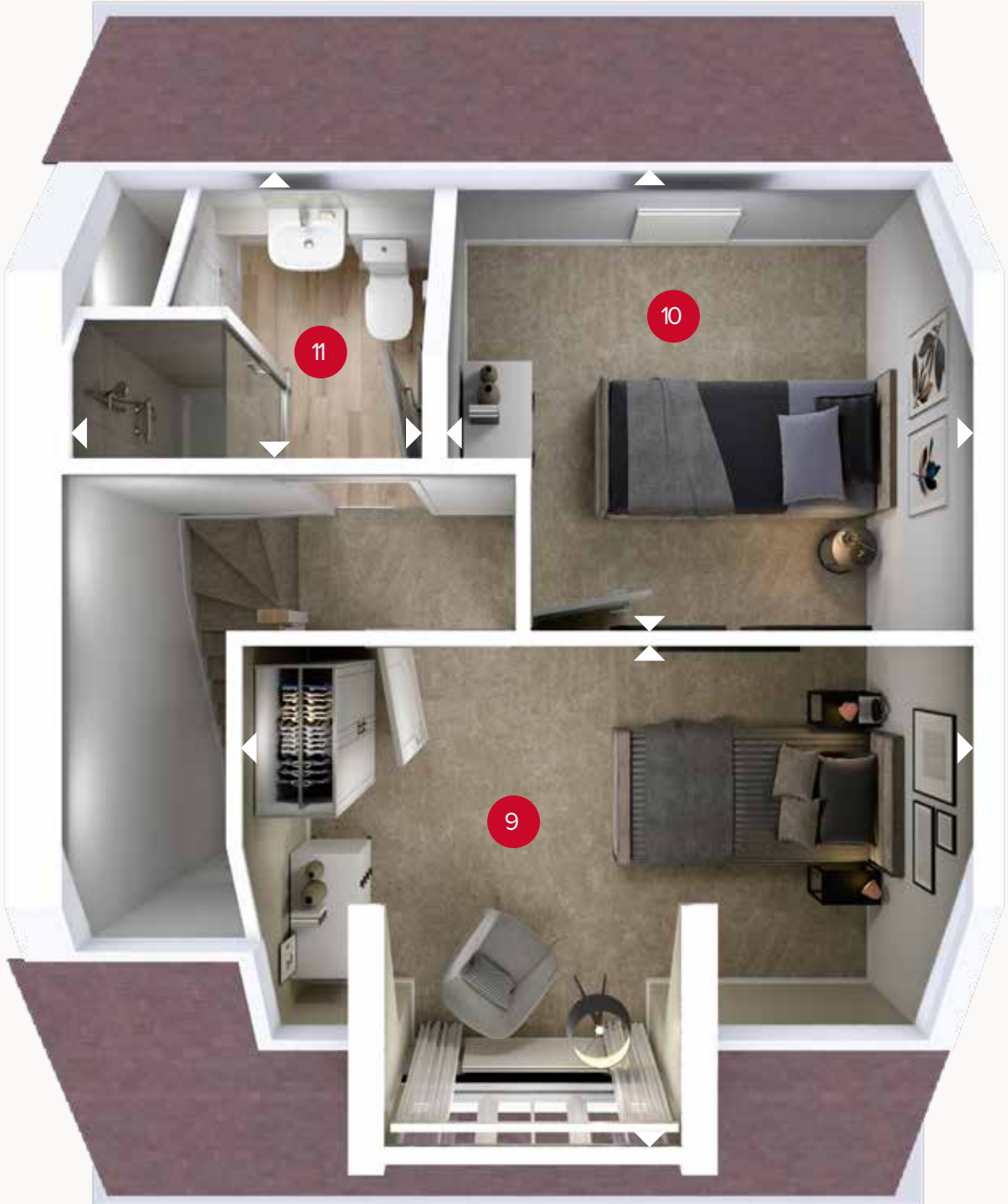
THE LINCOLN



GROUND FLOOR



FIRST FLOOR



SECOND FLOOR

GROUND FLOOR

1	Lounge	15'1" x 10'6"	4.60 x 3.20 m
2	Kitchen/ Dining	17'9" x 10'11"	5.40 x 3.32 m
3	Laundry	2'10" x 2'5"	0.87 x 0.75 m
4	Cloaks	5'11" x 3'2"	1.79 x 0.98 m

FIRST FLOOR

5	Bedroom 1	15'3" x 10'8"	4.66 x 3.26 m
6	En-suite	10'3" x 6'9"	3.13 x 2.05 m
7	Bedroom 2	10'11" x 9'7"	3.32 x 2.93 m
8	Bathroom 1	7'10" x 5'7"	2.38 x 1.71 m

SECOND FLOOR

9	Bedroom 3	14'0" x 10'4"	4.27 x 3.14 m
10	Bedroom 4	10'0" x 9'11"	3.06 x 3.02 m
11	Bathroom 2	7'1" x 6'7"	2.15 x 2.00 m



21.03.2023

Customers should note this illustration is an example of the Lincoln house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. EG_LINC_SM.2

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ov - oven
ff - fridge freezer
dw - dishwasher space
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td - tumble dryer space





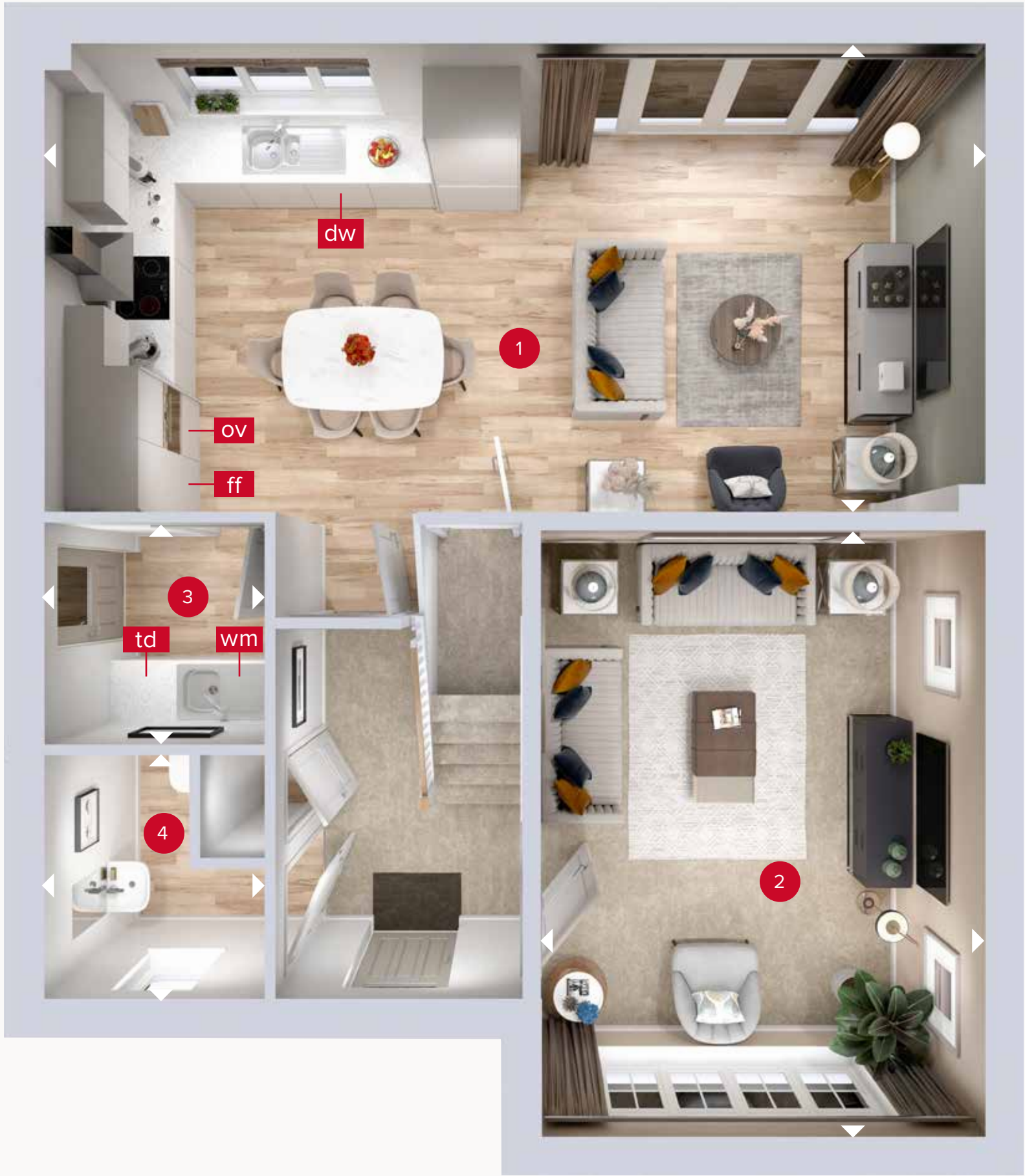
HERITAGE

- REDROW -

THE CAMBRIDGE

FOUR BEDROOM DETACHED HOME





GROUND FLOOR



FIRST FLOOR

THE CAMBRIDGE

GROUND FLOOR

1	Kitchen/Dining/ Family	25'0" x 12'8"	7.62 x 3.87 m
2	Lounge	16'3" x 11'8"	4.95 x 3.57 m
3	Utility	6'1" x 5'11"	1.85 x 1.80 m
4	Cloaks	6'6" x 5'11"	1.99 x 1.80 m

FIRST FLOOR

5	Bedroom 1	13'8" x 12'11"	4.16 x 3.94 m
6	En-suite	8'2" x 4'3"	2.49 x 1.30 m
7	Bedroom 2	13'8" x 11'0"	4.17 x 3.36 m
8	Bedroom 3	11'7" x 8'2"	3.52 x 2.49 m
9	Bedroom 4	11'9" x 9'1"	3.58 x 2.76 m
10	Bathroom	8'4" x 7'2"	2.53 x 2.19 m



HERITAGE

- REDROW -

THE CANTERBURY

FOUR BEDROOM DETACHED HOME



THE CANTERBURY

GROUND FLOOR

1	Lounge	15'11" x 14'4"	4.85 x 4.36 m
2	Kitchen	13'2" x 11'8"	4.02 x 3.56 m
3	Dining	15'0" x 10'2"	4.57 x 3.10 m
4	Study	9'8" x 8'1"	2.96 x 2.47 m
5	Utility	7'9" x 5'7"	2.36 x 1.71 m
6	Cloaks	6'2" x 4'7"	1.87 x 1.40 m
7	Garage	17'5" x 17'0"	5.30 x 5.19 m

FIRST FLOOR

8	Bedroom 1	14'4" x 11'3"	4.41 x 3.43 m
9	En-suite	9'10" x 6'3"	3.00 x 1.91 m
10	Bedroom 2	12'11" x 11'7"	3.94 x 3.54 m
11	Bedroom 3	10'2" x 9'7"	3.11 x 2.91 m
12	Bedroom 4	10'0" x 9'7"	3.04 x 2.91 m
13	Bathroom	8'11" x 6'2"	2.72 x 1.89 m



GROUND FLOOR



FIRST FLOOR



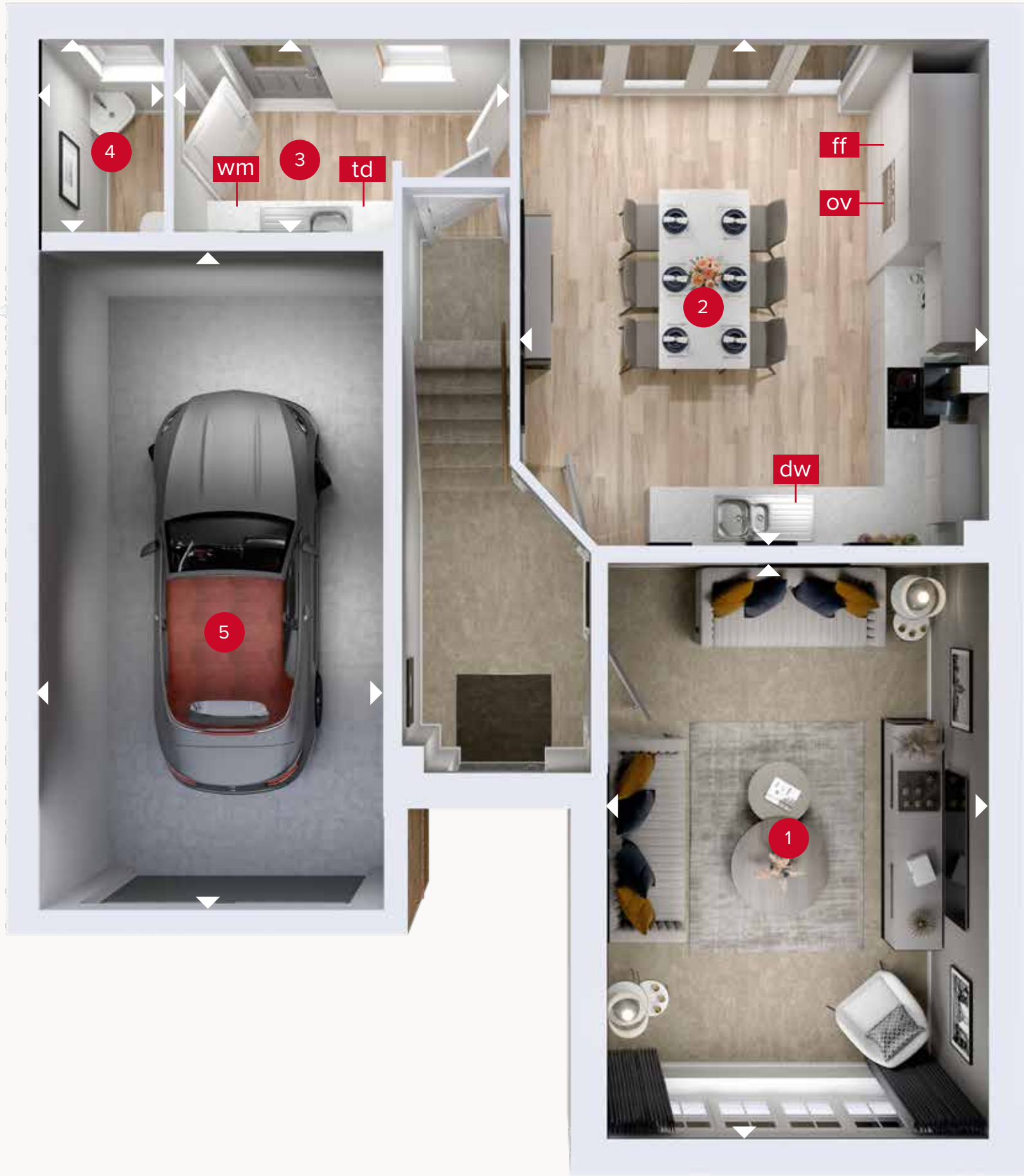
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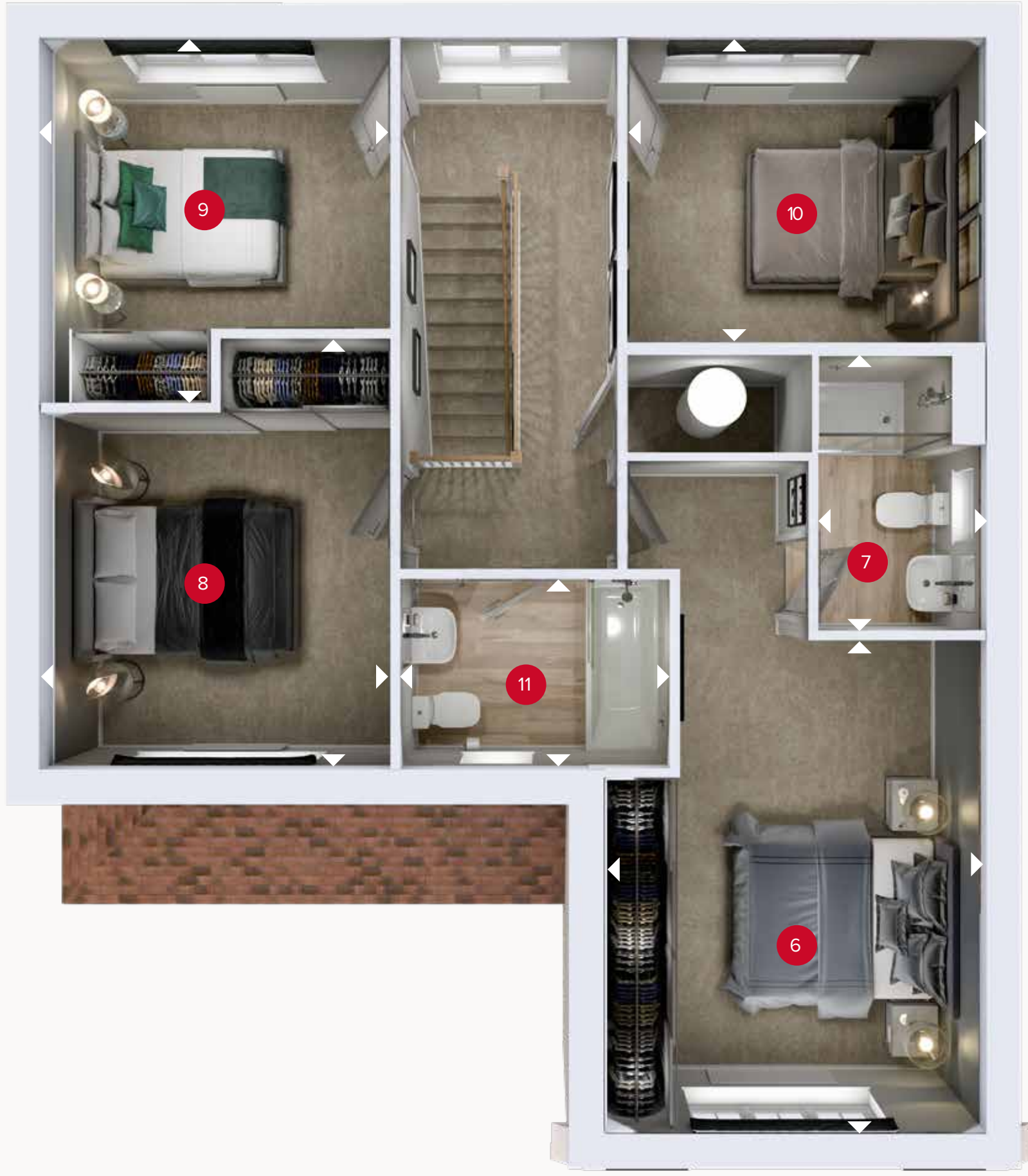
THE MARLOW

FOUR BEDROOM DETACHED HOME





GROUND FLOOR



FIRST FLOOR

THE MARLOW

GROUND FLOOR

1	Lounge	17'0" x 10'11"	5.19 x 3.34 m
2	Kitchen/ Dining	14'10" x 13'7"	4.52 x 4.15 m
3	Utility	9'10" x 5'10"	2.99 x 1.78 m
4	Cloaks	5'10" x 3'6"	1.78 x 1.06 m
5	Garage	19'9" x 10'0"	6.01 x 3.05 m

FIRST FLOOR

6	Bedroom 1	14'8" x 10'11"	4.47 x 3.34 m
7	En-suite	8'1" x 4'10"	2.46 x 1.47 m
8	Bedroom 2	12'7" x 10'3"	3.83 x 3.12 m
9	Bedroom 3	11'0" x 10'3"	3.34 x 3.12 m
10	Bedroom 4	10'7" x 9'0"	3.22 x 2.74 m
11	Bathroom	8'0" x 5'7"	2.44 x 1.71 m



HERITAGE

- REDROW -

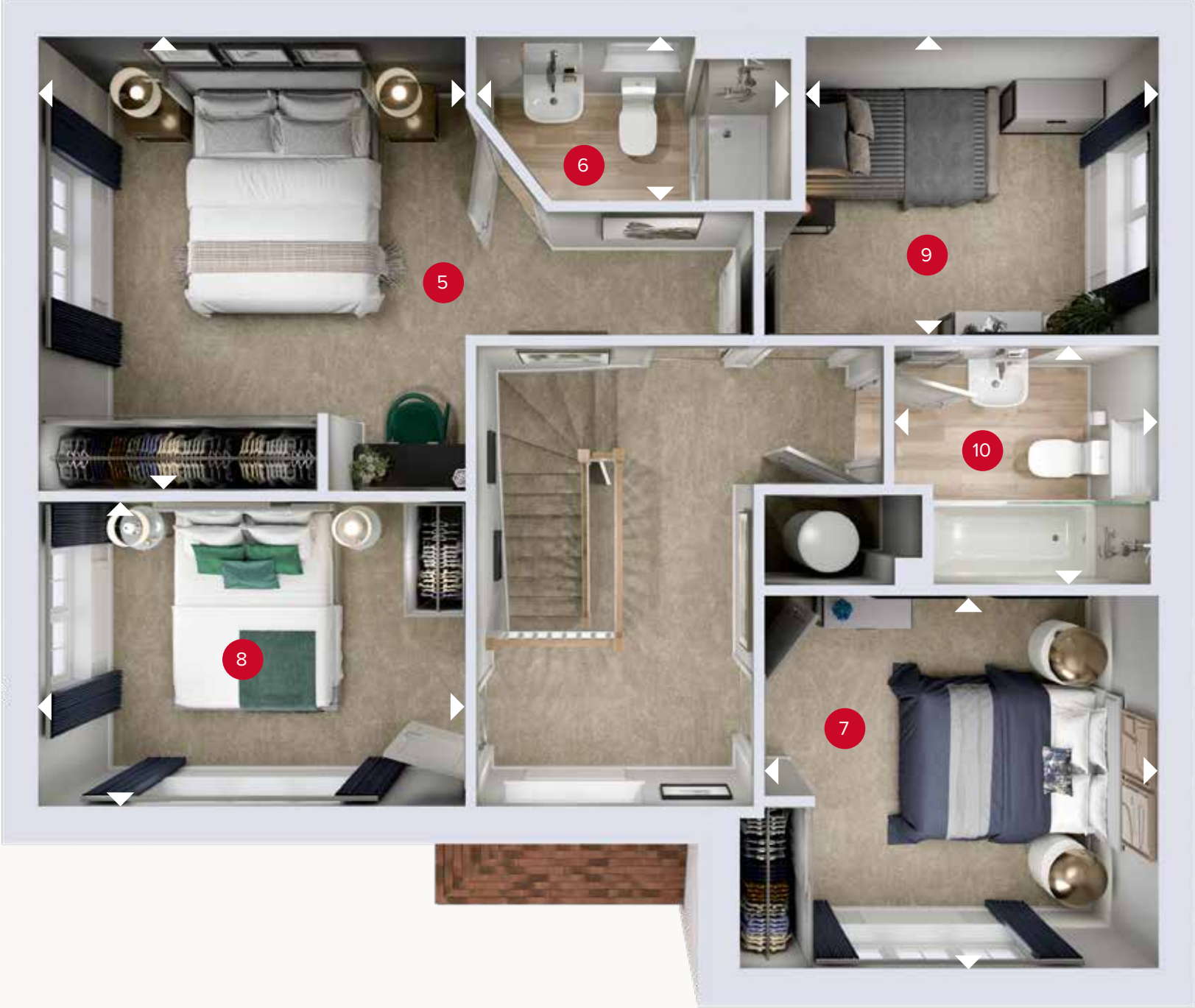
THE SHAFTESBURY

FOUR BEDROOM DETACHED HOME





GROUND FLOOR



FIRST FLOOR

THE SHAFTESBURY

GROUND FLOOR

1	Kitchen/Dining/ Family	25'4" x 11'8"	7.73 x 3.57 m
2	Lounge	20'11" x 11'8"	6.38 x 3.56 m
3	Cloaks	6'6" x 3'2"	1.99 x 0.97 m
4	Utility	6'6" x 5'10"	1.99 x 1.79 m

FIRST FLOOR

5	Bedroom 1	12'3" x 11'11"	3.74 x 3.62 m
6	En-suite	8'6" x 4'5"	2.58 x 1.35 m
7	Bedroom 2	11'0" x 10'0"	3.35 x 3.05 m
8	Bedroom 3	11'11" x 8'4"	3.62 x 2.55 m
9	Bedroom 4	9'10" x 8'1"	3.01 x 2.45 m
10	Bathroom	7'5" x 6'9"	2.26 x 2.05 m



Customers should note this illustration is an example of the Shaftesbury house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be "handed" (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. EG_SHAFT_DM.2

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ov - oven
ff - fridge freezer
dw - dishwasher

wm - washing machine space
td - tumble dryer space





HERITAGE
- REDROW -

THE STRATFORD

FOUR BEDROOM DETACHED HOME



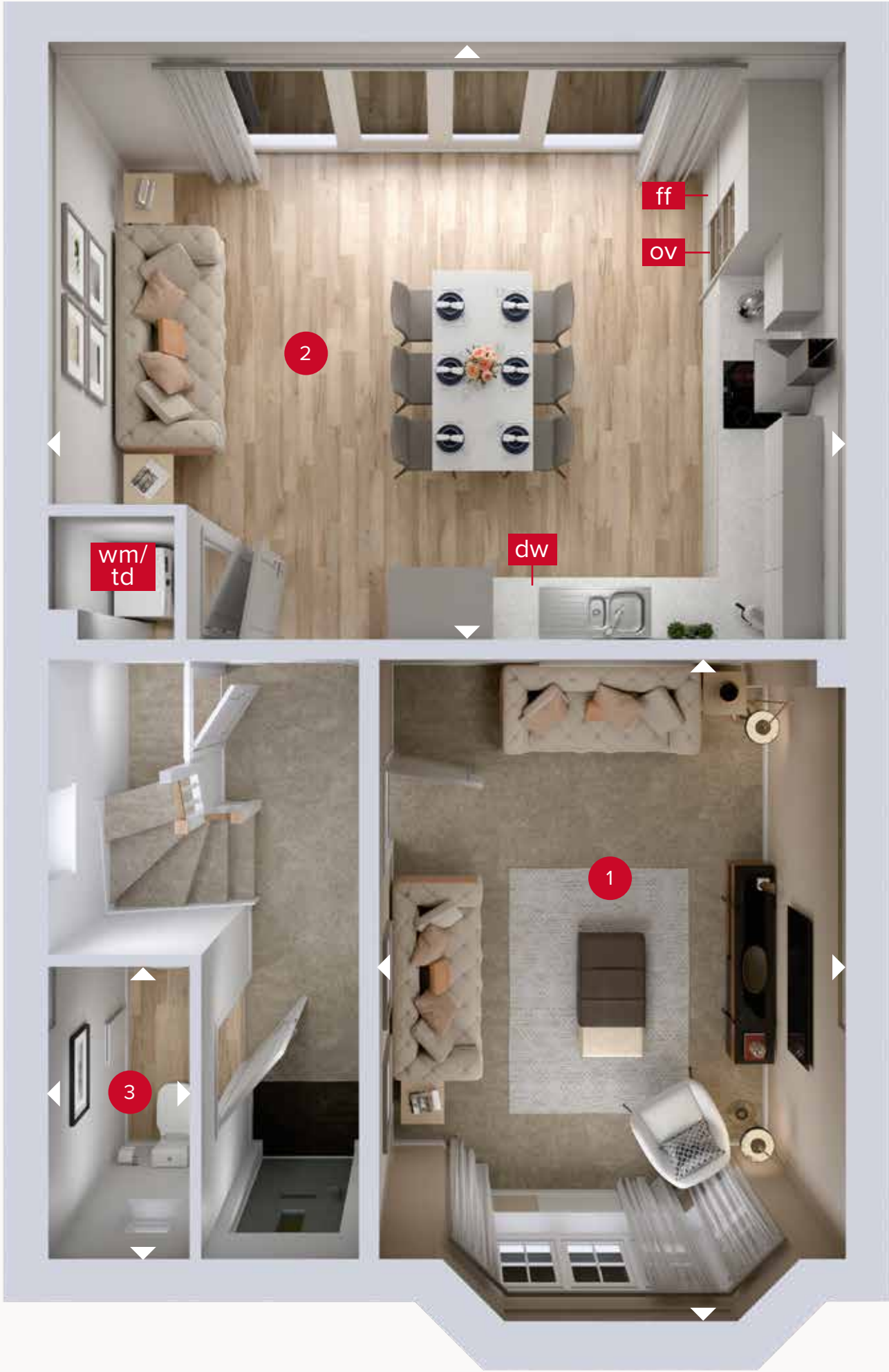
THE STRATFORD

GROUND FLOOR

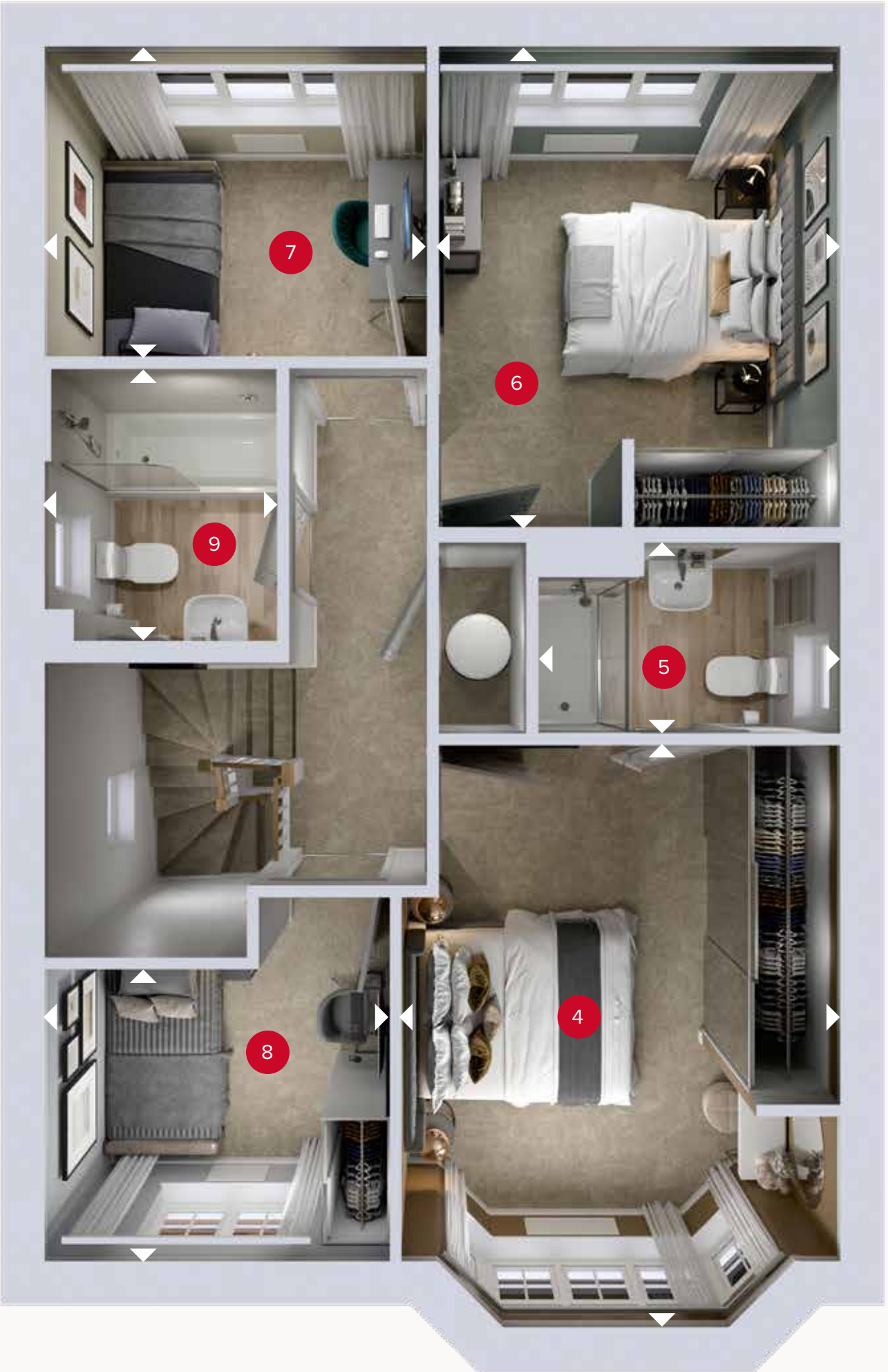
1	Lounge	16'4" x 11'6"	4.97 x 3.51 m
2	Family/ Kitchen/ Dining	19'5" x 14'11"	5.93 x 4.54 m
3	Cloaks	7'3" x 3'6"	2.20 x 1.07 m

FIRST FLOOR

4	Bedroom 1	14'4" x 10'7"	4.36 x 3.24 m
5	En-suite	7'4" x 4'7"	2.24 x 1.39 m
6	Bedroom 2	12'0" x 9'11"	3.66 x 3.02 m
7	Bedroom 3	9'3" x 7'10"	2.81 x 2.38 m
8	Bedroom 4	8'7" x 7'3"	2.60 x 2.20 m
9	Bathroom	6'9" x 5'9"	2.05 x 1.76 m



GROUND FLOOR



FIRST FLOOR



02.03.2023

Customers should note this illustration is an example of the Stratford house type. All dimensions indicated are approximate and the furniture layout is for illustrative purposes only. Homes may be 'handed' (mirror image) versions of the illustrations, and may be detached, semi-detached or terraced. Materials used may differ from plot to plot including render and roof tile colours. Detailed plans and specifications are available for inspection for each plot at our Customer Experience Suite or Sales Centre during working hours and customers must check their individual specifications prior to making a reservation. Please note that the specification show in this plan may include optional upgrades from standard specification. Please speak with your Sales Consultant or visit MyRedrow for more information. EG_STRA_DM.2

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wm - washing machine space
td - tumble dryer space



SKILFUL EXECUTION

Quality is never an accident, it is always the
result of high attention to detail, it represents
the wise choice of many alternatives





PLAN YOUR DREAM HOME



KITCHEN & UTILITY

Kitchen Styles

A range of quality kitchen styles from Symphony. Please see Sales Consultant for details.

Work Surfaces

Square Edged worktops. Refer to agreed group specifications – My Redrow for choices.

Upstand

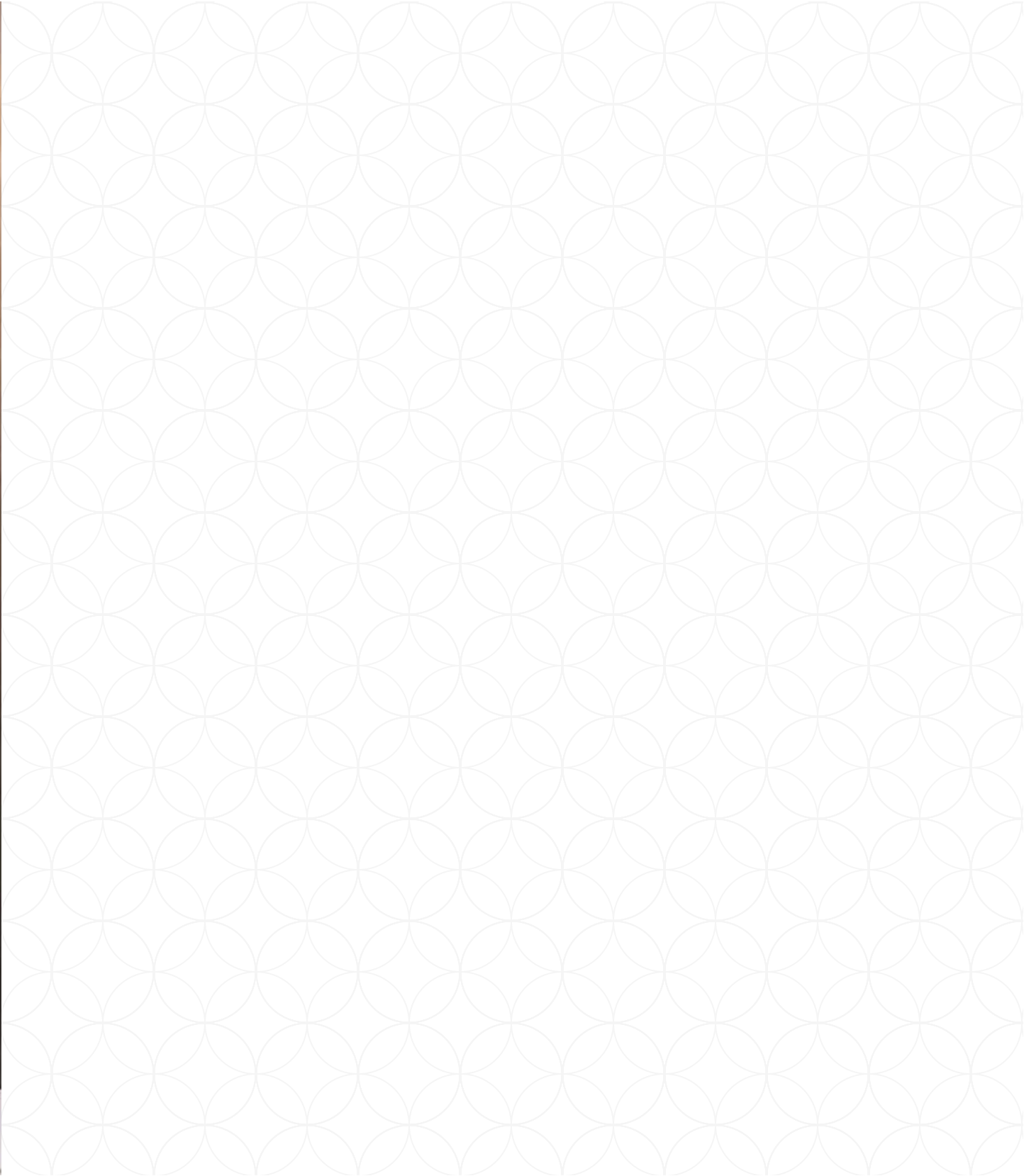
Matching above worktops, with stainless Steel splashback behind Hob.

Bowl & Tap

Stainless steel 1 bowl with mixer tap to units (in housetypes under 1600sqft). Double bowl sink with mixer tap to units (in housetypes over 1600sqft).

Appliances AEG

- AEG Gas Hob
- AEG Double oven
- Electrolux Chimney extract
- Zanussi Integrated fridge/freezer 50/50



INTERIOR

Walls

Crown Pale Cashew and White paint finish.

Internal Doors

Internal moulded door.

Internal Door Furniture

Internal Door Furniture to be polished chrome effect door furniture from Carlisle Brass.

Architrave

Torus profile MDF, 69 x 14.5mm section size with satin white paint finish.

Skirting Boards

Torus profile MDF, 194 x 14.5mm section size with satin white paint finish.

Staircase

41mm Square plain spindles with 90mm square newels in satin white paint finish complete with light ash hardwood, or similar, handrail.

Ceilings

Crown Pale Cashew and White paint finish.

Central Heating

Full gas central heating with energy efficient wall mounted boiler. Please see sales consultant for details.

Radiators

Myson Premier round top radiators fitted as standard. Feature radiators fitted in selected house types – for more information please speak to our Sales Consultant.

Wardrobes

Symphony wardrobes to all bedrooms are available as an optional upgrade – refer to My Redrow.

Phone Point

Phone Point finishes to match electrical accessories in rooms.

TV Point

TV Point finishes to match electrical accessories in room.

Electrical Sockets & Switch Plates

BG white electrical switch and socket plates together with pendant and batten lighting points. Please refer to drawings for types and location details.

OUR LUXURY
SPECIFICATIONS
ARE CAREFULLY
CONSIDERED
**AND BEAUTIFULLY
DESIGNED TO MAKE
THE MOST OF YOUR
NEW HOME**



BATHROOM & CLOAKROOM

Bathroom, En-suite & Cloakroom

Sanitaryware Ideal Standard in White finish.

Wall Tiles to Cloakroom, Bathroom & En-suite

Splash back to basin and full-height tiling around bath, if bath does not have a shower then half-height tiling only. Towel Rail 'Curved style' wet-feed towel warmers in Chrome finish to be installed in Bathrooms and all En-suites.

Shower over Bath

Shower valve & screen to be provided above the bath except when there is a separate shower enclosure within the bathroom.

Thermostatic shower valve (as development specification) above the bath including bath screen.
Low profile Tray Acrylic capped low profile shower tray.
Shower Screen Polished Chrome effect finish
shower door.



EXTERIOR

Fascia & Soffit

uPVC fascia and vented soffit board, in white profile.

Rainwater System

Rainwater half-round gutters and downpipes to be finish in black for brick and render elevations as per group deals.

Windows

Sealed double-glazing uPVC windows in white finish with stainless steel easy-clean hinges. Obscure glazing to be provided for all WC and Bathroom windows.

External Doors

GRP primed door with patterned glass. Style of door to be all as indicated on house plan, finished in solid colour externally and white finish internally. Frame to be uPVC. Rear steel door with patterned glass, finished internally and externally in white.

House Numeral

To front of property on numeral plaque from Bennetts to match the colour of the front door except when white when numeral to be black.

External Lights

Front lamp provided as standard position as indicated on plot specific drawings.

Garden

Front Quality turf to front garden with planting where applicable, refer to landscaping layout for details. Rear Gardens topsoil in accord with NHBC requirements.

Garage

Detached garages to receive double socket point and lighting pendant if access from plot is not through a communal courtyard. Doors Novofern Berwick style or similar steel up & over with window panels to top. Door & frame finish to be painted to match front door colour.

Door Bell

Black bell push with transformer.

Fencing

All plots to receive 1800mm high close board fencing where screen walls are not indicated. All plots to receive 1800mm high close board framed, ledged and braced gate.

OUR COMMITMENT TO HOME-BUYERS

Customer charter

At Redrow, we're committed to delivering a quality service throughout the whole home-buying process and beyond. This Customer Charter sets out our commitment to you, our customer.

Full details of our services will be provided to you when you reserve your new Redrow home.

We will also comply with the requirements of the New Homes Quality Code, which is displayed in our Customer Experience Suites and Sales Centres. A copy of the Code is also on our website at www.redrow.co.uk

- Please ask a Sales Consultant if you require a printed hard copy.
- We will provide you with full details and clear information about your chosen home.
- We will provide trained and knowledgeable staff to assist you in the home buying process.
- We will be available to answer any questions you may have and will provide you with any relevant contact details.
- We will ensure our services are accessible, meeting differing customer needs to ensure transparency and equality throughout every contact with us.
- We will assist you during the selection of Standard Choices and Optional Extras for your new home.
- We will provide you with health and safety advice to minimise the risk of danger during construction and in the use of your new home after you move in.
- We will provide you with reliable information about the Buildmark Cover, and any other cover from which you may benefit.
- We will keep you fully informed about the completion and occupation of your new home and offer you the ability to visit and view your new home with an accredited person before you move in.
- We will ensure that the functions and facilities of your home are demonstrated to you prior to moving in and that you have access to information to continue to assist with this once you move in.
- We will inform you about the after-sales service we provide. Our aim is to deal effectively and efficiently with both routine service matters and with any emergencies.
- We will provide you with details of who to contact if you believe we have not satisfactorily fulfilled our Charter commitments.
- We will always treat our customers with respect and civility and ask that you show our colleagues and working partners the same courtesy. Where necessary to protect our colleagues, we are within our rights to take action which may include limiting or ceasing communication.



OUR REQUIREMENTS AS HOME-BUILDERS

The New Homes Quality Code: Statement of Principles

This **Statement of Principles** (the core principles) sets out the main principles which registered developers agree to follow to benefit their customers.

1. FAIRNESS

Treat customers fairly throughout the buying and after-sales process.

2. SAFETY

Carry out and complete work in line with all regulations and requirements that apply to the new home, as set out by the Government, and have the necessary certificates from an appropriately approved body to show they have done this.

3. QUALITY

Complete all work to a high standard in line with all building and other standards and regulations that apply, as well as to the specification for the new home, and make sure that completion does not take place until the new home is complete (see section 2 of this code).

4. SERVICE

Have in place systems, processes and staff training to meet the customer service requirements of the code, and not use high-pressure selling techniques to influence a customer's decision to buy a new home.

5. RESPONSIVENESS

Have in place a reliable after-sales service and effective complaints procedure to make sure responses to customer queries are clear, thorough and provided in good time.

6. TRANSPARENCY

Provide clear and accurate information about buying the new home, including tenure and any costs the customer may have to pay in the future, such as ground rents and service charges.

7. INDEPENDENCE

Make sure that customers know they should appoint independent legal advisers when buying a new home and that they have the right to ask for an independent pre-completion inspection before completion takes place.

8. INCLUSIVITY

Take steps to identify and provide appropriate support to vulnerable customers and make sure the code is available to all customers, including in appropriate formats and languages.

9. SECURITY

Make sure there are reasonable financial arrangements in place, through insurance or otherwise, to meet all their obligations under the code, including repaying deposits when they are due and any financial awards made by the New Homes Ombudsman Service.

10. COMPLIANCE

Meet the requirements of the code and the New Homes Ombudsman Service.





CHARLTON COMMON



Land west of Charlton Common, Brentry, Bristol BS10 6LB

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redrow.co.uk